

MONROE TELEPHONE COMPANY

575 COMMERCIAL ST., P. O. BOX 130
MONROE, OREGON 97456
541-847-5135

June 25, 2012

(Via Overnight Courier)

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
9300 East Hampton Drive
Capitol Heights, MD 20743

Re: WC Docket No. 10-90, Annual 54.313(a)(2) through (6) and (h) Report of High-Cost Recipient

Dear Ms. Dortch:

Enclosed herein is the annual report for Monroe Telephone Company, Study Area Code 532385 pursuant to §54.313 of the Commission's rules.

We are filing this report via the FCC ECFS system.

Please contact me with any questions at:

Phone 541-847-5135
Email jtdillard@monroetel.com

Sincerely,



John T. Dillard
President

Enclosures

Copies to:

Karen Majcher
Vice President-High Cost and Low Income Division
Universal Service Administrative Company
2000 L Street NW, Suite 200
Washington, DC 20036

Oregon Public Utility Commission
Attn: Filing Center, UM-1589
PO Box 4128
Salem, OR 97308-2148

MONROE TELEPHONE COMPANY

2012 Annual 54.313 Report of High-Cost Recipient

Certifications

In compliance with the following regulations, MONROE TELEPHONE COMPANY, by John T. Dillard its President, hereby certifies, subject to the penalties for false statements imposed under 18 U.S.C. § 1001, that:

54.313(a)

47 CFR § 54.202(a)(1)(i) – It will make reasonable efforts to comply with the service requirements applicable to the support it receives, specifically:

High Cost Loop Support – the services listed and defined in 47 CFR § 54.101(a).

Lifeline Support – the three criteria set forth in 47 CFR § 54.401(a).

Interstate Common Line Support – the filings required in 47 CFR § 54.903 and the certification required in 47 CFR § 54.

47 CFR § 54.313(a)(5) – It will make reasonable efforts to comply with the applicable service quality standards of the State of Oregon and consumer protection rules as defined in 47 CFR Part 64 Subpart U, Customer Proprietary Network Information and the Federal Trade Commission Red Flag rules to prevent identity theft. (See also Page 3)

47 CFR § 54.313(a)(6) – It will make reasonable efforts to function in emergency situations as set forth in 47 CFR § 54.202(a)(2). (See also Pages 4-5)

Certified by:


Signature

John T. Dillard

Printed Name

President

Title

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54.313(a)(2) Detailed Information on any Outage in 2011

An outage is a significant degradation in the ability of an end user to establish and maintain a channel of communications as a result of failure or degradation in the performance of a communications provider's network of at least 30 minutes in MONROE TELEPHONE COMPANY's service area.

An outage affected at least ten percent of the end users in the service area. No
(Yes or No)

An outage that potentially affects a 911 special facility occurs whenever:

- (1) There is a loss of communications to PSAP(s) potentially affecting at least 900,000 user-minutes and: The failure is neither at the PSAP(s) nor on the premises of the PSAP(s); no reroute for all end users was available; and the outage lasts 30 minutes or more; or
- (2) There is a loss of 911 call processing capabilities in one or more E-911 tandems/selective routers for at least 30 minutes duration; or
- (3) One or more end-office or MSC switches or host/remote clusters is isolated from 911 service for at least 30 minutes and potentially affects at least 900,000 user-minutes; or
- (4) There is a loss of ANI/ALI (associated name and location information) and/or a failure of location determination equipment, including Phase II equipment, for at least 30 minutes and potentially affecting at least 900,000 user-minutes (provided that the ANI/ALI or location determination equipment was then currently deployed and in use, and the failure is neither at the PSAP(s) or on the premises of the PSAP(s)).

An outage affected a 911 special facility in the service area. No
(Yes or No)

Information on each outage included in the above:

(A) The date and time of onset of the outage - _____

(B) A brief description of the outage and its resolution - _____

(C) The particular services affected - _____

(D) The geographic areas affected by the outage - _____

(E) Steps taken to prevent a similar situation in the future - _____

(F) The number of customers affected - _____

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Miscellaneous Information

54.313(a)(3) There were no requests for service from potential customers within the recipient's service areas that were unfulfilled during the prior calendar year - 2011

MONROE TELEPHONE COMPANY attempted to provide service to those potential customers by _____

n/a

54.313(a)(4) The number of complaints per 100 connections in 2011 – 0

54.313(a)(5) Satisfaction of Consumer Protection and Service Quality Standards

Consumer Protection

MONROE TELEPHONE COMPANY complies with the requirements of 47 CFR Part 64 Subpart U, Customer Proprietary Network Information and the Federal Trade Commission Red Flag rules to prevent identity theft. A manual for each of those programs is in place and is part of the employees' handbook. Employee training is conducted annually and new hires are instructed on the programs as required by their job functions.

Service Quality Standards

MONROE TELEPHONE COMPANY complies with the service standards of the State of Oregon as promulgated in the Oregon Administrative Rules 860-034-0390, Retail Telecommunications Service Standards for Small Telecommunications Utilities.

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54.313(a)(6) Ability to Remain Functional in Emergency Situations

Back-up Power

MONROE TELEPHONE COMPANY has the following back-up power capabilities:

Switches – stand alone and/or host

Switch Site: 1
Emergency power: yes
Battery power: yes

Remote Central Offices

Remote Office: 10
Emergency power: yes
Battery power: yes

Remote Office: no
Emergency power: no
Battery power: no

Subscriber carrier locations:

<u>Sites w/batteries</u>	<u>Hours of Battery reserve time</u>
Old River Rd	8
Dawson Rd	8
Stow Pit Rd	8
McFarland Rd	8
Schultz Rd	8
East Ingram Isl Rd	8
Coon Rd	8
Cherry Ck Rd	8
Bellfountain Rd	8
Territorial	8

Network Interface Devices (NIDs)

MONROE TELEPHONE COMPANY has 828 customers with metallic (copper) connections to the Central Office and their NIDs are powered from the Central Office.

MONROE TELEPHONE COMPANY, has 2 customers with non-metallic (fiber optic) connections to the Central Office. These customers' NIDs are battery powered in case of emergency. The batteries are rated to last 8 hours with no use and 4 hours with constant use.

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Ability to reroute traffic around damaged facilities:

MONROE TELEPHONE COMPANY has built redundant facilities to its connecting company / toll tandem. This redundant facility is in the form of a SONET ring with alternate physical facilities between MONROE TELEPHONE COMPANY and CenturyLink, its interconnection to the Public Switched Telephone Network.

Capability to manage traffic spikes resulting from emergency situations

MONROE TELEPHONE COMPANY has a TDM digital switch with load control which can give priority to emergency calls. In addition, by virtue of its software the switching fabric is virtually unblocking. Monroe's 850 customers has access to 169 trunks to the outside world, thereby enabling 169 simultaneous calls. MONROE TELEPHONE COMPANY takes no responsibility for the capabilities of interconnected networks to manage traffic spikes resulting from emergency situations.

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54.313(h) Additional Residential Voice Rate Data
As of June 1, 2012

<u>Voice rate data</u>	<u>Rate</u>
Residential Local Service Rate -	\$ 11.69
State Subscriber Line Charges	\$.00
State Universal Service Fee	\$.12
Mandatory EAS Charges	<u>\$ 11.89</u>
Total	\$ 23.70

Rates and lines below the local urban rate floor of \$10.00

<u>Voice rate data</u>	<u>Rate</u>	<u>Number of Lines</u>
Residential Local Service Rate -	\$6.72	52
State Subscriber Line Charges	\$.00	
State Universal Service Fee	\$.44	
Mandatory EAS Charges	<u>\$.00</u>	<u> </u>
Total	\$7.16	52